

REMOTE SYSTEM USAGE MONITORING WITH FLEXIBLE PACKAGING OF DATA

ABSTRACT OF THE DISCLOSURE

5 A system for monitoring a user's usage of a target application. Such a target application can, as examples, be a software program running on a computer or a workstation, an image forming device, an appliance, etc. The target application includes a user interface with a plurality of commands which a user can select. In the example of the target application being a software program, the commands may be icons displayed on a computer
10 screen which a user can point to with a mouse pointer and then click on. In the case of the target application being an image forming device or an appliance, the interface may be an operation panel with buttons, a touch pad, etc. which a user can press. The present invention monitors the user's usage of such interfaces and logs data of the user's usage of such
15 interfaces. The logged data is stored in the form of an abstract class, and the abstract class is sent to a sending unit. The logged data can then be communicated by the sending unit by Internet mail to a designated location.